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Module IV

Responding to the Call

Integrity - Service - Excellence



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Objectives

- **Discuss importance of responding to commander-directed calls**
- **Discuss guidelines for maintaining privacy and mandatory reporting**
- **Describe difference in privacy and confidentiality**
- **Discuss steps in handling calls**
- **Identify calls that require mandatory reporting**
- **Define types of calls**
- **Demonstrate routine, crisis and emergency calls**



Commander-Directed Calls

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- **Write and repeat message verbatim**
- **Do not add your perspective, opinion, or additional comments**
- **Do not speculate about message content**
- **Stick to the message verbatim; once everyone is called, go back and answer questions**
- **Ensure follow-up on all questions referred as quickly as possible**
 - **If necessary, ask for help**



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Rumor Control

- **Disseminate official information communicated through established channels - ONLY**
- **Encourage families to be patient with the process**
- **Urge spouses to question reliability of the source**
- **Discourage spouses from passing on rumors**
- **Contact the CC/First Sergeant for help in dispelling rumors**



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Recording Contacts

- **Record information immediately or as soon after the call as possible**
- **Establishes trend data**
 - **How often contacted**
 - **Family issues**
- **Ensures accuracy of dates, times, and means of communication**
- **Provides record of referrals**
- **Allows for consistent follow up**



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Privacy Act of 1974

- **Limits access to personal information**
- **Information must be relevant and necessary to accomplish the mission**
- **For Official Use Only (FOUO)**
- **Refer to KS Reference Guide, Privacy Act of 1974**
- **Must complete Volunteer Agreement (DD Form 2793)**



Privacy Act of 1974 (Cont'd)

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- **Appropriate disclosure of information critical**
- **Must have permission from Airmen and/or family member to give information to third party**
- **Protect and secure all documentation**
 - **Rosters, phone logs, etc.**
- **Need to know basis**
 - **Rosters used for family contact only**



Steps in Handling Calls

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- **Greeting**
 - **Eliminate distractions**
 - **Greet caller in an upbeat, positive manner**
 - **Listen**
- **Record keeping**
 - **Identify caller/gather family information**
 - **Complete unit family information sheet**



Steps in Handling Calls (Cont'd)

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- **Nature of the call**
 - **Identify reason for the call**
 - **Engage in active listening**
 - **Listen to the feelings behind the words**
 - **Be nonjudgmental but show empathy**
 - **Avoid saying, “I know what you mean”**
 - **Ask questions to clarify**
 - **Paraphrase to check your understanding**
- **Recommend course of action**



Steps in Handling Calls (Cont'd)

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- **Develop an action plan**
 - **Refer as necessary**
 - **Provide agency/service point of contact**
 - **Establish who will make contact with agency or service**
 - **Verify when contact will be made**
 - **Share with caller questions they may anticipate**
 - **Is Commander/First Sergeant intervention required?**
- **Closing the call**
 - **Ensure plan of action is clear**
 - **May be helpful to have caller repeat action steps**



Steps in Handling Calls (Cont'd)

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- **Follow-up**
 - **Did the caller get desired service?**
 - **Is another referral necessary?**
- **Complete unit family call log; record date, issue, action steps and required follow-up**



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Types of Calls

- **Information**
 - **Most common**
 - **Questions about types of service, operating hours, etc.**
- **Complaint/grievance**
 - **Complaints about a service**
 - **Normal channels proved unsuccessful**
 - **Work through the chain of command to resolve issue**



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Types of Calls (Cont'd)

- **Recurring**
 - **Be firm...but kind**
 - **Communicate time limit – 5 minutes maximum**
- **Request for assistance**
 - **Exercise caution**
 - **Brainstorm possible solutions with the caller**
 - **Refer caller to appropriate resources**



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Types of Calls (Cont'd)

■ Suicide

- Always take the threat seriously**
- Get caller's name, location, and phone number**
- Don't make promises**
- Take immediate action**
- If possible have someone else call 911**
- Keep caller on phone**
- Contact Commander/First Sergeant to inform on situation**



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Types of Calls (Cont'd)

- **Crisis/emergency**
 - **May involve a person, family, or unit**
 - **Remain calm and speak in reassuring/positive voice**
 - **Be patient and wait until information is released through established channels**
 - **Rules of engagement are based on nature of crisis**
 - **Know CC's plan for crisis communication**
- **Key Spouse Quick Crisis Reference guide in your Key Spouse Reference Guide.**



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Calls that Require Mandatory Reporting

- **Child/Spouse Abuse or Neglect**
- **Illegal Drug Abuse**
- **Suicidal Ideations**
- **Homicidal Tendencies**
- **OPSEC violations**



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Emergency Family Assistance Control Center (EFACC)

- **Consolidated staging area where military members and their families obtain**
 - **Disaster relief assistance and support**
 - **Current leadership information**
 - **Contingency services**
- **24/7 activation during significant catastrophic event**
 - **Natural: floods, hurricanes, tornados, typhoons, etc.**
 - **Man-made: toxic spills, nuclear/enemy attacks, noncombatant evacuation operations (NEO) and repatriations, etc.**
- **A&FRC coordinates EFACC activities**
- **EFACC location directed by command authority**



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Exercise 4.2: Handling Calls

- **Apply skills necessary to handle routine and crisis calls**
 - **Role play**
 - **Possible scenarios follow on the next slide.**

- **The activity:**
 - **Role Playing the 3 three sample scenarios**



Exercise 4.2: Handling Calls

Scenarios

Scenario #1: A spouse calls and says she has not heard from her husband in 7 days. She is afraid that something is wrong. She wants to know if others spouses have heard from their husbands.

Scenario #2: A spouse calls and is emotionally distraught. She just arrived on the installation, her husband has deployed and her two small children have the flu. She feels overwhelmed and has no friends.



Exercise 4.2: Handling Calls

Scenarios

Scenario #3: A spouse by the name of Mrs. Macy calls and said she "heard" the deployment has been extended for another 120 days. She explains to the Key Spouse that she walked down the street to inform several others spouses about the bad news. While at the "Smiths", she notices the house is dirty and suspects the spouse is suffering from depression. While at the "Jones", she notices a man in the kitchen...she tells the Key Spouse; " I think she is having an affair".

Mrs. Macy believes it is her responsibility to inform the active duty members via Facebook about the situation and asks for the First Sergeants phone number so she can inform him.